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Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

Canada Compliance Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

FCC Statement

LaCie Box

Tested to comply with FCC standards for home or office use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

CE Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024, EN61000-3-2: 2000, EN61000-3-3: 2001

With reference to the following conditions: 73/23/EEC Low Voltage Directive; 89/336/EEC EMC Directive

CAUTION: Modifications not authorized by the manufacturer may void the user's authority to operate this device.

CAUTION: The LaCie Box's warranty may be void as a result of the failure to respect the precautions listed above.

IMPORTANT INFO: The LaCie Box is uniquely produced to accommodate SATA 3.5" hard disk drives. No other drive save for a SATA 3.5" hard disk drive is compatible with the LaCie Box. Please note that, due to the numerous manufacturers of SATA 3.5" hard disk drives, LaCie cannot guarantee that every model will work with the LaCie Box.

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie Box, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and the LaCie Box are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 4A, 60-50 Hz, (Supply voltage fluctuations not exceeding ± 10% of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

- Do not expose the LaCie Box to temperatures outside the range of 5° C to 30° C (41° F to 86° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Box or disfigure its casing. Avoid placing your LaCie Box near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Box in an environment that is too cold or humid may damage the unit.
- Always unplug the LaCie Box from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not place objects on top of the LaCie Box or use excessive force on it.
- Never use excessive force on your LaCie Box. If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

Operating Environment Temperatures

Do not expose the LaCie Box to temperatures outside the range of 5° C to 30° C (41° F to 86° F). The LaCie Box has been designed to dissipate heat effectively. It is nonetheless important to allow 5 cm of clearance for airflow on all sides of the enclosure to prevent overheating. See *Fig. 01*.

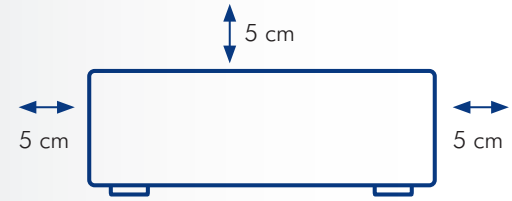


Fig. 01

IMPORTANT INFO: Any loss, corruption or destruction of data while using a SATA 3.5" hard drive housed within the LaCie Box is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your stored files, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

IMPORTANT INFO: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

1. Introduction

Congratulations on the purchase of your new LaCie Box! Building on over a decade of design excellence, LaCie has created a new line of products that are timeless and crafted to blend functionality with high technology. The LaCie Box converts your 3.5" SATA hard disks into external hard drives with minimal installation time. The fast transfer rate through Hi-Speed USB 2.0 ensures that you can quickly and effectively bring new life to your internal SATA hard disks, saving you time, money, and resources.

To get started, simply install your internal hard disk into the enclosure, then connect the USB cable to your computer.

Quick Links

Click a topic:

- Setting Up the LaCie Box
- Optional Formatting & Partitioning
- Troubleshooting

1.1. Minimum System Requirements

1.1.1. Windows Users

- Windows 2000, Windows XP, Windows Vista, or Windows 7
- Pentium II 350MHz processor or higher
- 128MB RAM (512MB recommended)
- USB interface port
- Internet connection (for downloading updates)

1.1.2. Mac Users

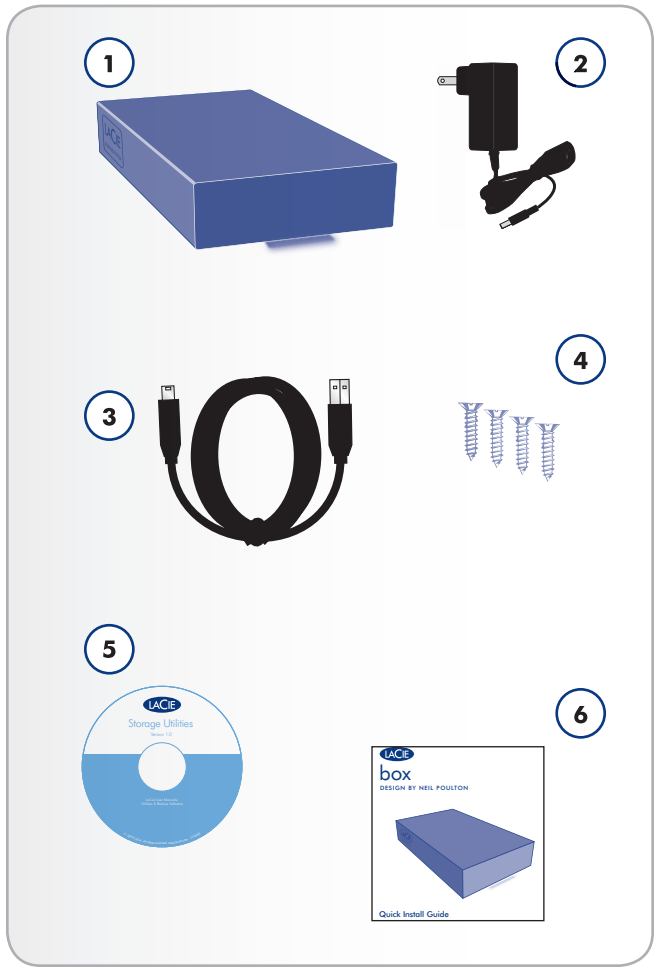
- Mac OS X 10.2.8 or later
- G4, G5, Intel Core Duo or Intel Core 2 Duo
- 128MB RAM (512MB recommended)
- USB interface port
- Internet connection (for downloading updates)

1.2. Box Content

The package contains the items listed below:

1. LaCie Box, design by Neil Poulton
2. External power supply
3. USB cable
4. Screws (x4)
5. Storage Utilities CD
6. Quick Install Guide

IMPORTANT INFO: Please save your packaging. In the event that the LaCie Box should need to be repaired or serviced, it must be returned in its original packaging.



1.3. View of the Drive

1.3.1. Rear View

1. Power supply connector
2. USB 2.0 port
3. Ventilation area

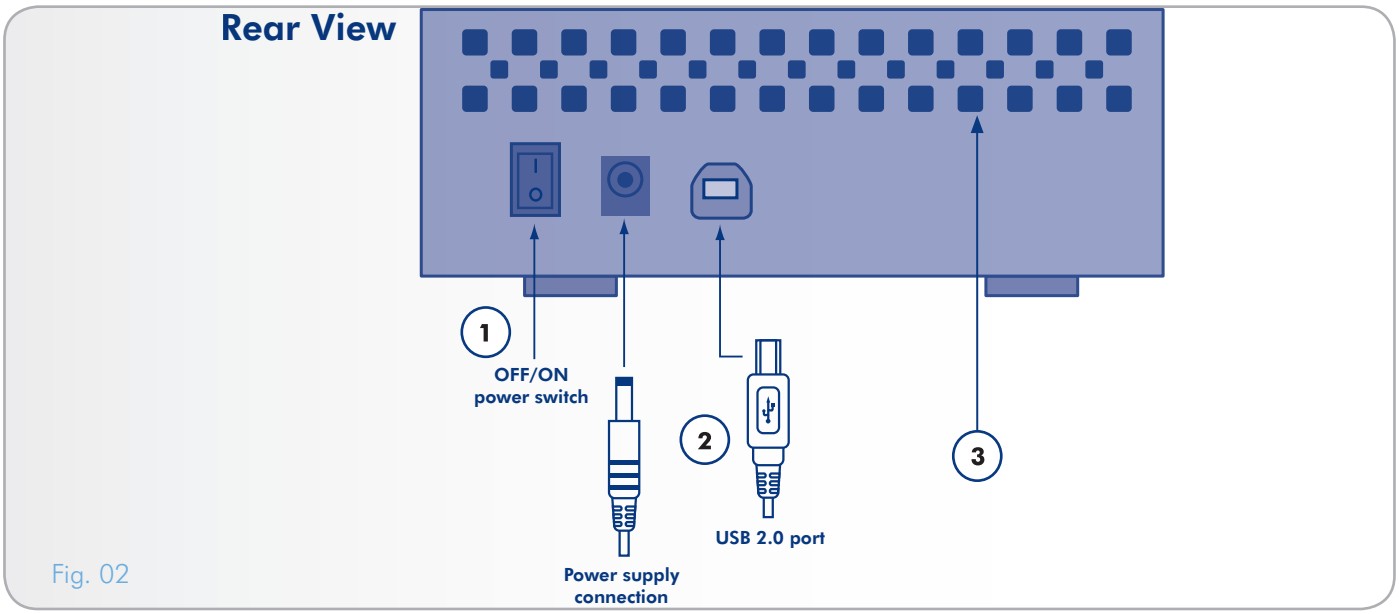


Fig. 02

2. Setting Up the LaCie Box

Setup consists of two steps:

- *2.1. Step 1: Installing a Hard Drive*
- *2.2. Step 2: Connecting to a Computer*

2.1. Step 1: Installing a Hard Drive

You must install a hard drive to store your files.

IMPORTANT INFO: The LaCie Box is uniquely produced to accommodate SATA 3.5" hard disk drives. No other drive save for a SATA 3.5" hard disk drive is compatible with the LaCie Box. Please note that, due to the numerous manufacturers of SATA 3.5" hard disk drives, LaCie cannot guarantee that every model will work with the LaCie Box.

CAUTION: If you are replacing a drive, take care to make certain that it has cooled before touching it.

CAUTION: Please do not depress, push, or disrupt the front LED circuit board or the circuit board in the rear of the bottom shell. Doing so may affect the performance of the drive as well as void the warranty.

1. Make certain the power and USB 2.0 cables are disconnected from the LaCie Box.
2. Turn the LaCie Box over so the rubber feet are pointing up. Please note the two plastic bands for prying the bottom plate from the top shell.
3. Open the casing by taking one plastic band in each hand, between the thumb and index finger, and pull gently until the bottom plate and the top shell have come apart (*Fig. 03*).
4. Turn the enclosure over, onto its rubber feet. Remove the top shell and safely place it within reach.

continued on the next page >>

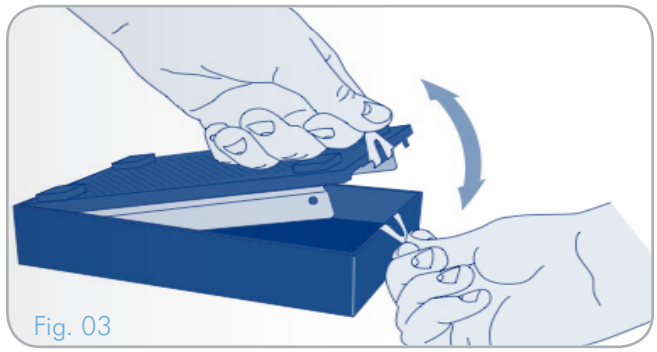


Fig. 03

5. Gently slide the 3.5" SATA drive, label facing up, onto the bottom plate until the SATA connector plugs into the LaCie Box's internal SATA port (*Fig. 04*). You will feel the connection rather than hearing an audible signification.

6. Secure the disk drive in the casing by inserting the four screws (included) as indicated. (*Fig. 05*)

7. Replace the casing by aligning the rear ports with their re-specitve slots then gently press down on the front until you hear an audible "click", indicating closure (*Fig. 06*).

IMPORTANT INFO: LaCie does not recommend removing the two bands on the face of the drive. In such an event, please take great care when separating the top shell from the bottom plate. Should the need arise, you may gently pull back the plastic face exactly where it joins to the bottom plate and gently pry the top away. LaCie is not responsible for any damage caused by separating the top and bottom of the LaCie Box in such a manner.

Proceed to section *2.2. Step 2: Connecting to a Computer*.

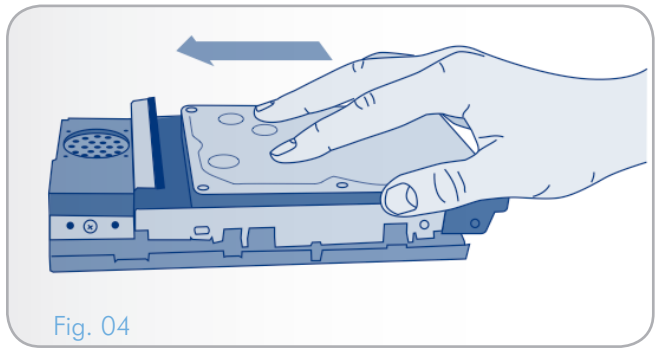


Fig. 04

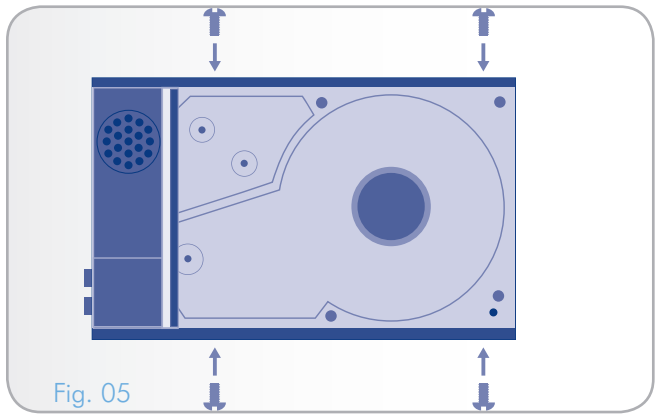


Fig. 05

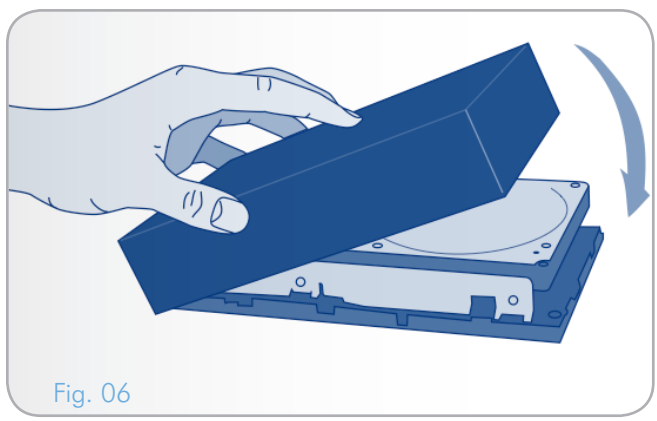


Fig. 06

2.2. Step 2: Connecting to a Computer

1. Make sure that you have installed an internal hard drive as outlined in section *2.1. Step 1: Installing a Hard Drive*.
2. Connect the power supply to turn on the LaCie Box (*Fig. 07*).
3. Connect the USB interface cable from the LaCie Box to your computer (*Fig. 08*).
4. Turn on the drive by moving the power switch to the ON position. After a few seconds, the volume will mount on your computer and appear in My Computer (Windows users) or on your desktop (Mac users).

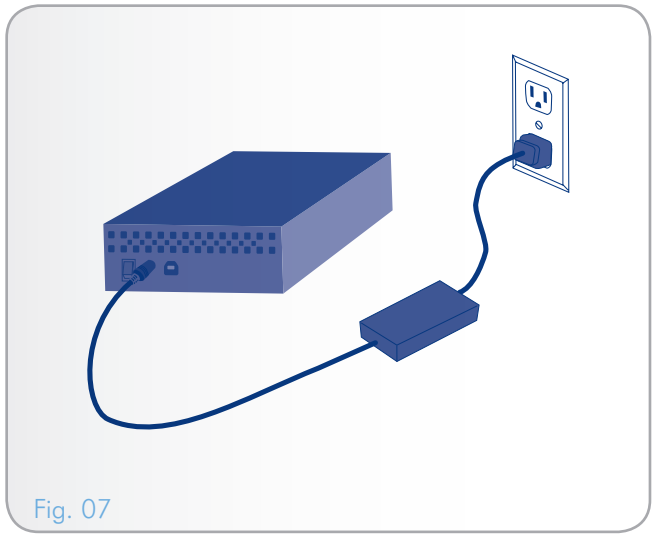


Fig. 07

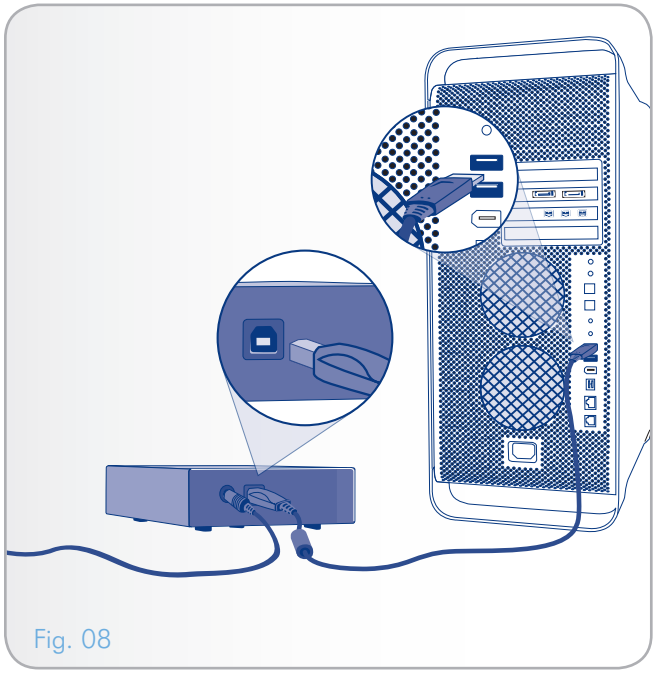


Fig. 08

2.3. Disconnecting Your Hard Drive

External USB devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your hard drive.

2.3.1. Windows Users

From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image) (*Fig. 09 - Windows Users*).

A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the drive you wish to disconnect.

This message will appear: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

Fig. 09 - Windows Users

2.3.2. Mac Users

Drag the hard drive icon to the trash (*Fig. 10 - Mac Users*). (The icon pictured below is a generic USB device icon. Your drive may be represented by an icon that looks like the drive itself.)

When the icon disappears from the desktop, the drive can be disconnected.

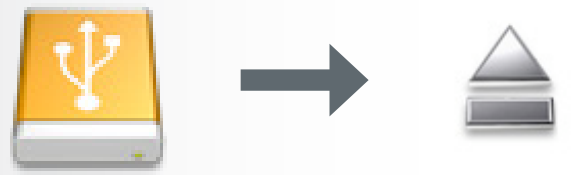


Fig. 10 - Mac Users

3. Optional Formatting & Partitioning

If your needs change when using the LaCie Box, you can reformat your SATA 3.5" hard drive to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you previously formatted your drive to work with a Mac using HFS+, but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS). To reformat your drive, follow the instructions in this section.

IMPORTANT INFO: Please copy all critical or important data from the LaCie Box to your computer's internal hard drive or an external hard drive before reformatting. Reformatting will erase everything from the SATA disk within the LaCie Box. If you have data that you want to protect or continue to use, copy this information before reformatting.

What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched), and creates internal address tables that it later uses to locate information.

What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup, and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). See the table below for more information.

Use NTFS if...

...you will be using the drive only with Windows 2000, Windows XP, Windows Vista, or Windows 7 (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS 10.3 and higher.

Use HFS+ if...

...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.

Use FAT 32 (MS-DOS) if...

...you will be using your drive with both Windows and Mac 10.3 or sharing the drive between Windows 2000 and Windows XP, Windows Vista, or Windows 7. Maximum single file size is 4GB.

3.1. Windows Users

The process of formatting a drive on a computer running Windows 2000, Windows XP, or Windows Vista consists of two steps: (1) installing a signature on the drive, and (2) formatting the drive. These steps will erase anything that is on the disk.

CAUTION: Following these steps will erase everything from the LaCie Box. It is very important to back up all information that you want to protect or continue to use before performing these steps.

1. Connect the drive to the computer via the interface port.
2. Right-click My Computer and select Manage.
3. From the "Computer Management" window, select Disk Management (located below the Storage group). See *Fig. 11*.
4. If the "Initialize and Convert Disk Wizard" window appears, click Cancel.
5. Windows will list the Hard Disks that are installed on the system. Locate the SATA disk housed within the LaCie Box. Right-click the icon and select Initialize.
6. In the box to the right that says Unallocated, right-click and select New Partition…
7. On the first page of the "New Partition Wizard," click Next. See *Fig. 12*.

continued on next page >>

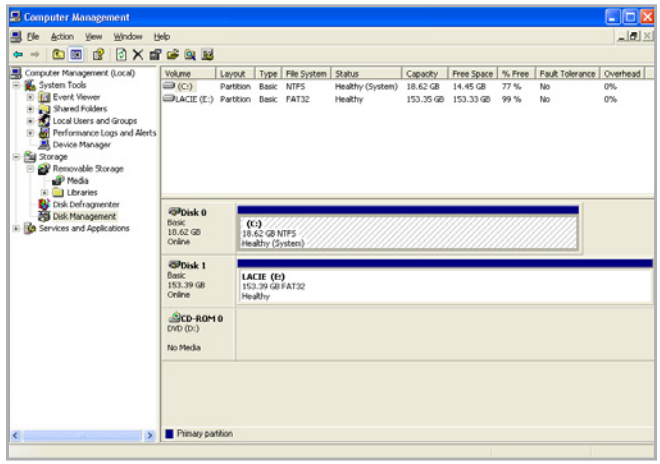


Fig. 11

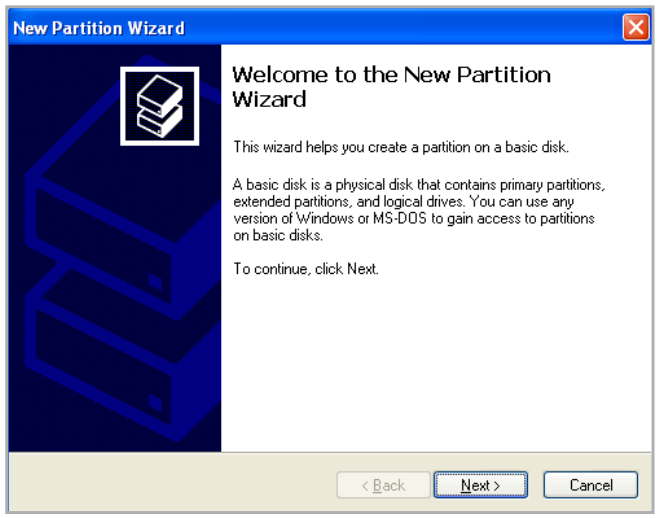

New Partition Wizard
Welcome to the New Partition Wizard
This wizard helps you create a partition on a basic disk.
A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.
To continue, click Next.
< Back
Next >
Cancel

Fig. 12

8. Click Next.
9. Click Next.
10. Click Next.
11. Click Next.
12. On the Format Partition window, select your File system and Perform a quick format. Click Next (*Fig. 13*).
13. Click Finish to begin the formatting process.
14. Windows Disk Management will format and partition the disk according to your settings (*Fig. 14*), and your drive will appear in My Computer, ready to use.

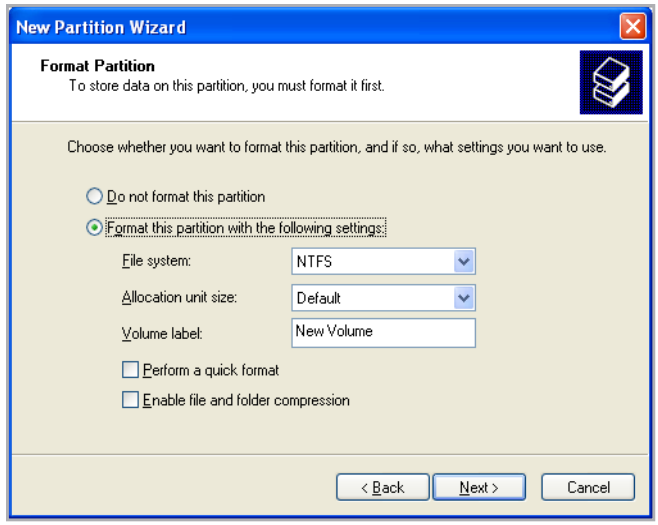

New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

Fig. 13

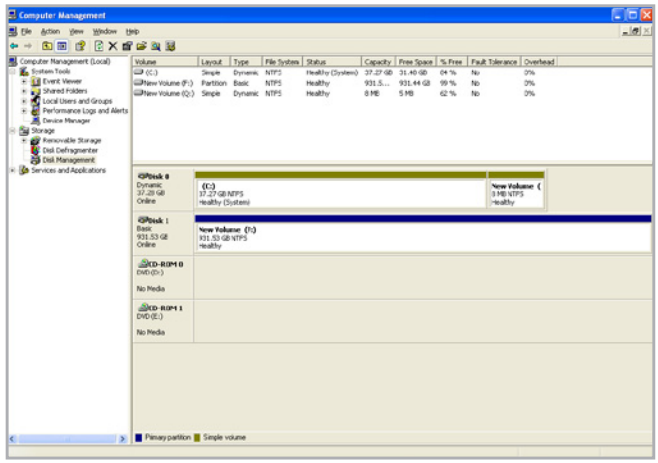


Fig. 14

3.2. Mac Users

CAUTION: Following these steps will erase everything from the SATA disk housed within the LaCie Box. It is very important to back up all information that you want to protect or continue to use before performing these steps.

1. Connect the drive to the computer and turn on the drive.
2. Select Utilities from the Go menu in the Finder menu bar.
3. In the Utilities folder, double-click Disk Utility.
4. The Disk Utility window will open. Select the SATA disk housed within the LaCie Box from the list of available hard disks on the left side of the window (*Fig. 15*).
5. Select the Partition tab.
6. From the Volume Scheme: menu, choose the number of partitions you want to divide the drive into (Mac OS X gives you the option of dividing the drive into a maximum 16 partitions). You can adjust the size of each partition using the slide bar between the partitions in the Volume Scheme: area.
7. In the Volume Information section, enter a name for each volume (partition), choose the volume format.
8. Once you have finalized the volume options, click Partition. Click Partition again when the alert message appears to continue.
9. Mac Disk Utility will format and partition the disk according to your settings. Upon completion of the format process, your drive will appear on your desktop, ready for use.

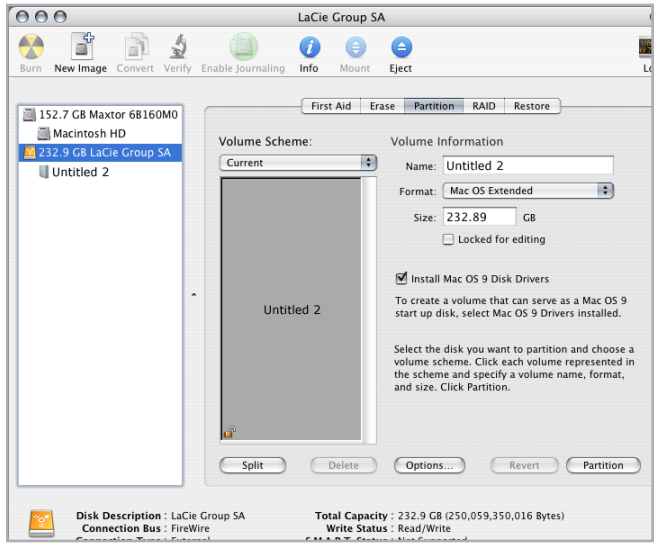


Fig. 15

4. Interface and Data Transfer Information

4.1. Optimizing Data Transfers

Data transfers are the flow of data that accomplishes a task, usually related to moving data from storage to computer RAM, or between storage devices. With external drives, such as the SATA disk installed in the LaCie Box, the data is transferred from the drive to the computer via the USB interface. The data is fed from the drive through the USB port on the drive, and passes to the computer through the USB host-bus adapter interface.

USB

To utilize the enhanced Hi-Speed USB 2.0 performance, your computer must be equipped with a Hi-Speed USB 2.0 host bus adapter card (either sold separately, or integrated by your computer's manufacturer) and the appropriate drivers. These host bus adapter cards, which include one or more USB ports, are shipped with special Hi-Speed USB 2.0 drivers that enable the computer to control the card. These drivers must be installed in order for USB 2.0 devices connected to the port to work at their correct speeds.

Computers running Windows XP, Windows Vista, and Windows 7 automatically manage Hi-Speed USB 2.0 devices and drivers, while Windows 98 SE and Windows Me will require that drivers be installed before a Hi-Speed USB 2.0 device is attached.

Mac OS 9.x does not support Hi-Speed USB 2.0 functionality, and all Hi-Speed USB 2.0 devices will only operate at the original USB specifications. Mac OS 10.2.7 and later supports Hi-Speed USB 2.0, and Mac OS 10.x also supports Hi-Speed USB 2.0, but you will have to purchase a third-party PCI or PC Card and appropriate drivers.

Contact your LaCie reseller or LaCie Customer Support for information about Hi-Speed USB 2.0 PCI or PC Cards, or visit our Web site: www.lacie.com.

4.1.1. USB 2.0 Cables and Connectors

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives, and digital cameras.

Included USB Cable

Your LaCie drive is shipped with a Hi-Speed USB 2.0 cable (*Fig. 16 - USB 2.0 Cable Ends*), to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

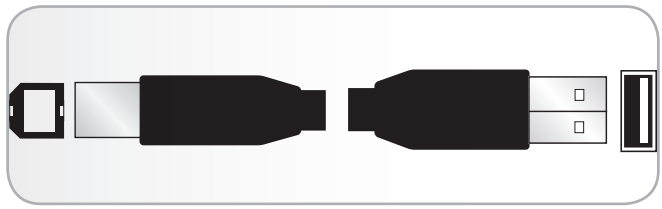


Fig. 16 - USB 2.0 Cable Ends

5. Troubleshooting

If your LaCie Box is not working correctly, please refer to the following checklist to determine the source of the problem. If you have gone through all of the points on the checklist and your LaCie Box still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section *6. Contacting Customer Support* for details).

Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

5.1. Troubleshooting: Mac Users

Problem	Question	Answer
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the SATA drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.1. Minimum System Requirements* for more information.
	Is the drive's power supply connected?	Make sure that the power supply is properly connected and that the outlet the power supply is connected to is working.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps in section *2. Setting Up the LaCie Box*.

Problem	Question	Answer
The drive is not recognized by the computer.	Are both ends of the USB cable securely attached?	Only use a USB cable provided by LaCie. Check both ends of the USB cable to make sure they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section *3. Optional Formatting & Partitioning* for more information.
	Did you correctly install the SATA 3.5" hard disk?	If you installed a 3.5" SATA hard disk, make sure that its SATA connector is firmly attached to the port inside the LaCie Box. Also, check the procedure in section *2.1. Step 1: Installing a Hard Drive*.
Error messages under Mac OS 10.x.	Did you get an "Error –50" message while copying to a FAT 32 (MSDOS) volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, file names with certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Are you operating in Mac OS 9.x?	Apple does not support the Hi-Speed USB 2.0 standard under Mac OS 9.x. You will be limited to the slower transfer rates of the original USB standard. For more information, please see section *4.1. Optimizing Data Transfers*.
	Is the drive connected to a standard USB port on your computer?	If your drive is connected to a standard USB port, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see sections *4.1. Optimizing Data Transfers*.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them. Also, make sure that you are connected directly to a Hi-Speed USB 2.0 port on your computer.
	Does your computer or operating system support Hi-Speed USB 2.0?	See sections *1.1. Minimum System Requirements* and *4.1. Optimizing Data Transfers* for more information.

5.2. Troubleshooting: Windows Users

Problem	Question	Answer
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see section *3. Optional Formatting & Partitioning*.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section *3. Optional Formatting & Partitioning* the LaCie Box.
	Is there an icon for the drive in My Computer?	Go into My Computer and look for an icon and drive letter assigned to the drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem. Go into My Computer and look for an icon and drive letter assigned to the drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.1. Minimum System Requirements* for more information.
	Is the drive's power supply connected?	Make sure that the power supply is properly connected and that the outlet the power supply is connected to is working.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps in section *2. Setting Up the LaCie Box*.
	Are both ends of the USB cables firmly attached?	Check both ends of the USB cable to make sure they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
	Did you correctly install the 3.5" SATA disk?	If you installed a 3.5" SATA disk, make sure that its SATA connector is firmly connected to the port inside the LaCie Box. Also check the procedure in section *2.1. Step 1: Installing a Hard Drive*.

Problem	Question	Answer
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a standard USB port on your computer?	If your drive is connected to a standard USB port, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see section *4.1. Optimizing Data Transfers*.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them. Also, make sure that you are connected directly to a Hi-Speed USB 2.0 port on your computer.
	Does your computer or operating system support Hi-Speed USB 2.0?	See sections *1.1. Minimum System Requirements* and *4.1. Optimizing Data Transfers* for more information.

6. Contacting Customer Support

Before You Contact Technical Support

1. Read the manuals.
2. Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your drive to work properly, contact us at www.lacie.com. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

Information	Where to Find Information
1. LaCie hard drive serial number	Located on a sticker at the back of drive or on the original packaging
3. Macintosh/PC model	**Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**. **Windows users:** Right click **My Computer** and select **Properties > General**.
4. Operating system version	
5. Processor speed	
6. Computer memory	
7. The brands and models of other internal and external peripherals installed on your computer	**Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals. **Windows users:** Right click **My Computer** and select **Properties > Hardware.**

6.1. LaCie Technical Support Contacts

LaCie Asia Contact us at: http://www.lacie.com/asia/contact/	LaCie Australia Contact us at: http://www.lacie.com/au/contact/
LaCie Belgium Contact us at: http://www.lacie.com/be/contact/ (Français)	LaCie Canada Contact us at: http://www.lacie.com/caen/contact/ (English)
LaCie Denmark Contact us at: http://www.lacie.com/dk/contact	LaCie Finland Contact us at: http://www.lacie.com/fi/contact/
LaCie France Contact us at: http://www.lacie.com/fr/contact/	LaCie Germany Contact us at: http://www.lacie.com/de/contact/
LaCie Italy Contact us at: http://www.lacie.com/it/contact/	Japan - ELECOM CO., LTD. Contact us at: http://www.lacie.com/jp/
LaCie Netherlands Contact us at: http://www.lacie.com/nl/contact/	LaCie Norway Contact us at: http://www.lacie.com/no/contact/
LaCie Spain Contact us at: http://www.lacie.com/es/contact/	LaCie Sweden Contact us at: http://www.lacie.com/se/contact
LaCie Switzerland Contact us at: http://www.lacie.com/chfr/contact/ (Français)	LaCie United Kingdom Contact us at: http://www.lacie.com/uk/contact
LaCie Ireland Contact us at: http://www.lacie.com/ie/contact/	LaCie USA Contact us at: http://www.lacie.com/contact/
LaCie International Contact us at: http://www.lacie.com/intl/contact/	

7. Warranty Information

LaCie warrants your product against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective product.

This warranty is void if:

- The enclosure was operated/stored in abnormal use or maintenance conditions;
- The enclosure is repaired, modified, or altered, unless such repair, modification, or alteration is expressly authorized in writing by LaCie;
- The enclosure was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging, or accident;
- The enclosure was installed improperly;
- The serial number of the enclosure is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special, or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption, or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the product is still under warranty.

All products returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

IMPORTANT INFO: Register online for free technical support: www.lacie.com/register